

## **POLICE COMMUNICATIONS TRAINING COORDINATOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the Police Communications Training Coordinator position exists is to develop, implement, coordinate and manage the Communications training program. Work is performed under general supervision from the Police Communications Manager.

### **ESSENTIAL FUNCTIONS**

Oversees and monitors probationary employees through the training process.

Mentors, observes, trains, monitors, reviews, corrects, counsels, maintains documentation and provides direction to Communications Dispatch trainees. Accesses trainee's strengths and weaknesses; provides optional training recommendations if required to maintain trainee's progress. Ensures compliance with operational guidelines and City values. Keeps track of trainee's progress until released from probationary status.

Reviews, updates and maintains training manual, materials and processes. Maintains records of staff instruction.

Participates in the hiring process for the Communications Division. Develops behavioral interview questions; develops and implements assessment tools for Communication Dispatchers and participates in the interview and selection of applicants.

Collaborates with trainers to review individual progress specific to each trainee. Identifies trainee needs and works with trainers to ensure needs are met. Identifies goals and arranges remedial training needs. Ensures effective communication is shared with trainees. Collaborates with the Manager and Supervisors on needed training. Ensures training is accomplished and understood, with special attention given to the City Values and quality customer service. Recognizes high performance and gives positive re-enforcement. Manages and deals effectively with marginal performers.

Completes other assignments as required by Management. Follows all department, divisional, and City guidelines, policies and procedures and the City values.

Must be able to work a rotating shift.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills and Abilities**

Knowledge of:

- Communication equipment including, but not limited to, police radio system, computer operations (CAD, PACE, ACIC, NCIC, MVD), CTI telephone operations, and an ACD system.

- Principles and practices of supervision and personnel administration.

- Police objectives, operational guidelines, and Federal and State law enforcement agencies and their operations.

- Basic understanding of all City of Scottsdale departments as they relate to Police Communications. Police General Orders.

Ability to:

- Visually distinguish full range of color spectrum.

- Effectively communicate in the English language.

- Work cooperatively with other City employees.

- Promote a teamwork environment.

- Produce written documents in English with clearly organized thoughts using proper sentence structure, punctuation, and grammar.

- Recognize and resolve trainee issues and concerns.

- Work safely without presenting a direct threat to self or others.

- Communicates effectively, both orally and in writing, with trainees, supervisors, co-workers and the general public.

- Enter data or information into a terminal, PC or other keyboard device using repetitive hand/eye movements.

**Education & Experience**

Requires a minimum of two years experience as a Communications Dispatcher. Must have experience with CAD systems, radio dispatch and communications including E-911 emergency telephone procedures. Must have a minimum of two years experience as a trainer or supervisor.

Demonstrated knowledge of current policies, procedures, and rules and proficient and able to train on the CAD system, radio dispatch and call-taking procedures is necessary.

FLSA Status: Non-Exempt

HR Ordinance Status: Unclassified